

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Information Systems Analyst (Specialist)	D20/Information Technology/CSD/Project Mgmt Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
IT Business Analyst	900-170-1312-	

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

**GENERAL STATEMENT:**

Under the direction of a Senior Information Systems Analyst (Supervisor), the employee provides problem analysis relating to the implementation of technology solutions for the Department's programs and divisions. The incumbent will independently develop and review the documentation associated with analysis of somewhat complex and sensitive business problems. The incumbent may be assigned to California Department of Transportation (Caltrans) divisions or programs to study business processes and act as a liaison between Information Technology (IT) and Caltrans business units as follows:

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
40%	E	Serve as an intermediary/liaison between Caltrans programs and divisions and Caltrans Information Technology. Work with business partners to identify and define business problems and procedures with somewhat complex and sensitive business needs. Identify the business risks of not solving the problem. Assist the program in developing the business case (justification for solving the problem). Create and facilitate the S1BA and S2AA documents. Investigate each problem or opportunity thoroughly and create an analysis of the business need and high-level solution opportunities. Analyze and map processes (as is and future states). Evaluate current systems and conduct a fit-gap analysis. Contribute to Enterprise Architecture from a business needs point of view. Identify functional goals and business objectives that must be achieved through solving this problem. Define potential solutions and ensure that proposed solutions are aligned with the Department's mission and strategies. Facilitate communication between the business program and IT; coordinate efforts to resolve any IT issues with technical staff, their managers and the business program.
40%	E	Prepare requirements, specifications and recommendations related to potential solutions. Analyze and model potential solutions using entity relationship diagrams, data flow or activity diagrams, use cases or other tools. Translate information gathered from stakeholders into requirement form for use by a solution team. Work with technical subject matter experts and customers to define solutions to technical problems from a business needs point of view. Assess organizational readiness for implementation of proposed solutions. Serve as a change agent to ensure the solution is accepted by stakeholders. Validate requirements and ensure they are complete and perform requirements traceability throughout the project lifecycle. Assist in the development of test and user acceptance plans. At project conclusion, contribute business analysis lessons learned to post-project evaluation. Assess use of implemented solution by business users. Complete or finalize Post Implementation Evaluation Reports (PIER) with input from the Project Manager.
20%	M	Provide regular status reports to management on projects, issues, issue resolution and new developments impacting Caltrans IT customers. Respond to management requests regarding somewhat complex and sensitive IT problems in the Caltrans divisions and programs. Document all feedback from customers and staff regarding issues in progress or under review. Identify service areas or products that need improvement and collaborate with team members to deliver recommendations for IT and Caltrans business programs. Conduct peer reviews and provide mentoring to other staff in the organization.



## POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

---

<sup>1</sup>ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.  
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

---

### SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None. May act as lead.

---

### KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of the principles and practices of business analysis. Good interpersonal skills are required in order to work with customers using innovative and proactive techniques in eliciting business requirements. The analyst must have strong customer service skills, be familiar with the principles of project management; in addition, the employee will know the applications of the MS Office Suite, and the S1BA and S2AA processes. The incumbent will be required to maintain knowledge of the IT projects or project concepts in progress and under development as well as a working knowledge of the mission and high-level core activities of each of the Caltrans programs.

Ability to analyze information to determine business problems and processes in a level of detail necessary for a solution team to identify and implement solutions; write clearly and concisely, document problem details and current business procedures and process flows; analyze situations; reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; establish and maintain cooperative working relationships with those contacted in the course of work; speak and write effectively; prepare effective reports; communicate difficult/sensitive information tactfully; provide strong customer support for Caltrans business programs; maintain a courteous and professional demeanor at all times while handling and prioritizing multiple tasks; communicate and work productively with supervisors and managers, technical staff, vendors, and customers in a professional consulting role; establish and maintain effective working relationships and provide excellent customer service; act independently, exhibit open-mindedness, flexibility, diplomacy and tact; demonstrate sound work ethics, reliability and dependability; demonstrate effective decision-making skills in managing workloads; establish and maintain priorities, follow through and meet deadlines. Facilitate and moderate meetings or workshops.

The incumbent must have a level of analytical ability sufficient to permit the employee to effectively apply current Business Analysis and Electronic Data Processing (EDP) techniques to the operational problems encountered by the Department.

---

### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent must exercise good judgment, analyze problems, and take appropriate action. Poor decisions or recommendations could result in significant losses of departmental efficiencies through unnecessary delays, lost productivity, and user dissatisfaction.

---

### PUBLIC AND INTERNAL CONTACTS

The incumbent works closely with client personnel outside of the Information Technology organization. This will include all levels of management and staff within Caltrans and those of external agencies, private companies and consultants. In performing the responsibilities of this position, the representative may initiate contact with other departments, governmental agencies or private companies concerning IT technologies and methodologies.

---

### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent may be required to sit for long periods of time using a keyboard, video display terminal, and telephone. Incumbent is expected to be aware of ergonomic principles and employ safe practices in the workplace. Travel may be required.

Mental requirements include openness to change and new information; ability to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Employee must have the ability to multi-task, to adapt to changes in priorities, and complete tasks or projects with short notice. Incumbent must maintain sustained mental activity needed for analyzing situations, problem solving and reasoning, maintain cooperative working relationships and respond appropriately to difficult situations.

## POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

Emotional requirements include the ability to value cultural diversity and other individual differences in the workforce; ability to adjust rapidly to new situations warranting attention and resolution; ability to consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; ability to be tactful and treat others with respect.

### WORK ENVIRONMENT

While at their base of operation, incumbents will work in a climate-controlled office under artificial light. Incumbent will work at a workstation within a cubicle area. Working hours may vary between 6:30 a.m. and 6:30 p.m.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE